

## CDSS Quality Assurance Monitoring Review Case Selection Methodology

The number of cases to be reviewed by IHSS QA Monitoring staff varies based on caseload size in each county and ranges from the entire caseload in counties with 25 or fewer cases to 250 in Los Angeles County. For each county reviewed, the following types of cases will be requested for review:

Percent of Sample Pull	Type of Case	Rationale
<b>40%</b> - Reflects increased emphasis on partnering and providing increased support to county QA staff in their activities and help ensure that county QA activities are aligned with their QA plans.	<p><b>Cases previously reviewed by county QA staff</b> (Includes desk review cases and QA home visits).</p> <p>This methodology aligns with CFCO requirements, and reflects our approach that State QA primarily monitors county QA.</p>	<p>To ensure that county QA staff:</p> <ul style="list-style-type: none"> <li>• Are conducting desk reviews and home visits in accordance with State mandates and county policies and procedures;</li> <li>• Apply regulations and policy correctly; and</li> <li>• Conduct appropriate follow-up actions when indicated.</li> </ul>
<b>30%</b> - Provides CDSS with information regarding whether counties are correctly assessing the needs of recipients who are at risk and/or may be unsafe in their homes and whether counties are taking appropriate actions to address issues related to risks identified.	<p><b>Cases designated severely impaired (SI) where the recipient lives alone</b></p> <p>This reflects CDSS' primary concern regarding the health and wellbeing of the most vulnerable IHSS population. Where possible, this sample will include those individuals with a combined cognitive FI ranking of 6 or higher.</p>	<p>To ensure that the needs of the most vulnerable population are assessed uniformly and correctly and that the case documentation supports that they are able to remain safely at home.</p>
<b>30%</b> - Provides CDSS with flexibility to address areas which have been identified as anomalies at either the State or county level.	<p><b>Anomalies identified through the review of CMIPS Management Reports or other data.</b></p> <p>When applicable, CDSS will choose unmet need cases, which will focus on documentation that the assessed need was determined accurately and that the authorized hours are correct in CMIPS, and that the social worker has identified and made referrals to other available community resources that are available to the recipient at no charge.</p>	<p>To obtain insight regarding whether the anomalies that are identified are the result of incorrect application of regulations and/or policy or the result of demographics unique to the county being reviewed.</p> <p>To allow flexibility to address areas which may be problematic or of interest to CDSS and/or counties.</p>

**Denied Cases** - In addition to the above cases, CDSS QA Monitoring staff will request that cases be pulled which have recently been denied by the county. The number of cases will vary according to caseload size. State review of denied cases meets Community First Choice Option (CFCO) requirements and ensures that counties are appropriately reviewing applications.